



**Arizona Department of Health Services
Office for Children with Special Health Care Needs
Integrated Services Grant**



**ISG-Committee Status Update
May 2007**

Committee Name: Parent Action Council

Facilitator: Nancy Torres

Chair: Barbara Bower

Priority Strategy(ies) and Status: For each Strategy the Committee is currently working on, identify the key actions completed or currently in process:

Objective 3.1. Parent leaders will make recommendations to the task force on parent involvement in decisions and the creation of family-friendly systems of care.

- Hospitals' grievance process is not well known by or provided to families in writing.
--Families can be discouraged from pursuing the grievance process to the fullest extent
--Medical professionals can often pit families against the political environment
- Process an education on obtaining current medical records from provider to provider and for families and individuals

Opportunities for integration:

- The PAC, upon review of what exists for families, can determine the need for a "family friendly" version of such documents across hospitals
- Educate families on how to utilize the regulatory process
- All providers include parents/family members into all complaint processes

Barriers identified:

- Accessing medical records from providers due to HIPAA regulations.

Support needed:

- Expertise in the process for obtaining complete medical records

Recommendations to the Task Force:

- Any products/resources produced by other committees should flow through the ISG PAC for their review related to family perspective